

## **CHAPTER I**

### **INTRODUCRION**

#### **A. Background of the Study**

Everybody has needs start from childrens until adult. Needs divided into three namely primary, secondary and tertiary needs. Primary needs is a needs which has to be completed by people, such as house, clothe and food. Secondary needs is a need, when people can fulfill needs after primary needs for example: work, education, health etc. The last tertiary needs is the needs which has function for increasing status as a person for example: luxurious car, traveling around the world etc. There are two characteristics of needs namely physical and spiritual. A physical need is a need which can be felt by human body, such as food, drink, cloths, luxurious car etc. While spiritual needs is non – physical need which can be self, such as feeling being loved, feeling statisfied and freedom.

Needs is self everything which needed and required by everyone to fulfill their life. The people can try and hard work to fulfill the needs, such as commodity or service. Basically the people always have the nature need of lees satisfied life. If the people needs have been met, the people will be guaranteed continuous of life. Sometimes the people always hoped to fulfill the need. According Herzberg, there are two types factors that drive someone to try to achieve satisfaction and keeping discontent. The factors is extrinsic and intrinsic. Extrinsic factors is someone to get out of discontent for example relationship with other people. Intrinsic factors is someone to try achieve satisfaction for example the lives of progress (Herzberg, 1966).

Hope is a form of the basis of confidence or trust from the each man. Everyone has expectations different in his life. Hope appears or occurs when someone had an intricate or trouble. Usually to make the hope come true they are praying and trying. By the hope, the people can life will be better and more obrdient to goddes. According to Stotland, who have hoped show his optimistic,

active. On the contrary, who do not have hope shows that the state of her passive apathetic. The release feeling is described by author in his novel.

Hope in psychology of science is the third dimension of feeling. There are three dimensions feeling that is owned by someone. First dimension is a feeling of delight or not happy for someone. Second dimension is *excited feeling* and *innert feeling*. Excited feeling is feeling experienced by a person by act or clear attitude, for example moved when receiving surprise birthday. On the contrary, even if someone experienced a feeling of happy that moved when receiving surprise birthday stay calm course, without any behavior or what show, this is then meant *innert feeling*. A third dimension *expectancy feeling* and *release feeling*. A feeling can experienced by individual as something yet known, stuff that is not been in hope, the meaning of *feeling expected*. Meanwhile the feeling that can experienced by individuals because it has become clear, that is the definition of *release feeling*. According to Wundt. The base on the issue above it has relation with the story in the Albom's novel. The story begin from Coldwater, Michigan.

Usually, the news of life is accepted by the telephone such as, the birth, lovers of engagement, good grief of the family or minnows had died, a tragic accident on the highway while driving at night, the most marker walk of human being, include good or bad, is preceded by a phone rings. (Albom's *The First Phone Call From Heaven*, 2014: 12)

One morning in Coldwater Michigan, happens a mysterious incident. The telephones began ringing and the callers said they call from heaven. In the morning a resident Coldwater named Tess Rafferty who is open a bag of tea on the kitchen. Suddenly of voice phone rang kringgggg! Tess took the call, and shock has because the calls from his mother who was died four years ago. A Jack Seller is a sheriff of Coldwater who is on the way to narrow office. Kringgggg! the phone is rangs, Jack Seller took it and the caller was Robbie his son a, soldier who died on the battlefield. This morning, Katherine Yellin as a resident Coldwater is also received a call from her sister who has died, Diane Yellin. Family, brother, relatives to companion partner those who have died say

they call from heaven. (Albom's *The First Phone Call From Heaven*, 2014: 12 - 15)

Sunday morning twenty-three days after the first call in Coldwater a pastor named Warren stand is before the church member of harvest of hope. After that, Katherine the one who got a call from heaven, announced to people in the church named harvest of hope that she has received sign. She is able to speak with her sister, named Diane Yellin who has died through the phone. And emerge from the rear of the church a man named Elias Rowe, said that he also received a call from heaven. The furor of this Coldwater is triggering interest from the origin of Alpena news, so that people from the news company will investigate the news about the phenomena. In just a few days, a call from will become the main topic on all media in the world. Over a few weeks, Coldwater, which is small town of no more than 400 people, changed overcrowded. Thousands of people multitudes come from around the world to simply trying to find out the truth of this incident or to pray ensure that they obtain the same sign. Until they make a tent in the yard, the sidewalk, the schools and Katherine Yellin yard house. They hope, that they will get a sign like Katherine and the chosen one another and hope to be able to pray together. (Albom's *The First Phone Call From Heaven*, 2014: 22 - 24)

Coldwater city has five the church: catholic, methodical, baptist, protestant, and one church off. Along the time of Pastor Warren is their position the church leaders meeting which is attended by the fifth. After people talk about the call from heaven, the five of the churchs converge on the Warren table, while Mrs. Pulte secretary of the church serves the coffe for everyone. Of the church leaders, Pastor Warren is the oldest from the others. They are starting to talk about the phenomena on Sunday when Katherine Yellin talk about mysterious thelephones in front the members of the church of hope harvest. (Albom's *The First Phone Call From Heaven*, 2014: 29 - 31)

At the same time, Sully Harding who has just got out of jail, is someone who lost his wife named (Giselle) who died by car accident. Sully lost his employment good name in a plane crash, because he was accused as the cause.

Since the accident, Sully is an atheist who rejects sign and heaven. He is sure that true heaven does call from heaven is a lie made by the irresponsible. People to convince his child named Julles, that not there exist and his mother who has died will never called her again, sully trying to unload lies of the call from heaven. (Albom's *The First Phone Call From Heaven*, 2014: 128-129)

The novel also tells the history of the origin of the telephone found. Alexander Graham Bell was a man who was first invented the telephone. As time passes, his discovery inaugurates in United of Kingdom by queen of England, Victoria. (Albom's *The First Phone Call From Heaven*, 2014: 250-251)

Mitch Albom has born Mey 23 1958, Albom's a former professional musicians and now he is to be journalist man. Albom's is best-selling author novel in the united state. He writer six times successive also number one New York Times bestsellers. The work of a novel by Albom among others , *Tuesday With Morrie* (1997), *The Five People You Meet In Heaven* (2003), *For One More Day* (2006), *Have A Little Faith* (2009), *The Time Keeper* (2012), *The First Phone Call From Heaven* (2013), and *The Magic Strings Of Frankie Presto* (2015). His novels in demand all collectively have sold more than 35 million copies in 42 languages. *The First Phone Call From Heaven* is in the top 100 book bestseller book. The genre of the book is fiction about religious and inspirational. Clarity work albom's also direct the have Faith Haiti mission, project whose started objectives is "dedicated to the safety, education, health and spiritual development of Haiti's impoverished children and orphans", incorporating language lesson and christian prayer. In *The First Phone Call From Heaven*, Mitch Albom said fluent about love story, history and confidence. A mystery breathes taking and reflecting about strength human relations.

"Beautiful and draw in the story this novel as if we made to think. A belief, hope, doubt, redemption and believe Mitch Albom that can make us to do so (thinking). Garth Stein, The author of *Art of Racing in the Rain*. Mmorning in Coldwater Michigan, of a mysterious incident. The telephones began ringing and the callers said they call from heaven. Is it the greatest miracle ever? Or some

cruel hoax? When the news is widespread to the world, the one of many cities come to Coldwater to become part of this. At the same time, Sully Harding who has just got out of jail. Sully Harding a former air force pilot, who after losing their (Giselle) who suffered a car accident, employment and his good name in a plane crash, where he was accused of as the cause. Since it is sully be an atheist who reject sign and the garden. He sure that about call from it will be a lie made by the irresponsible. By convince his named Jules that there exists and that his mother who has died will never called her again, sully trying to unload lies of events telephone from here. Mitch Albom takes readers on a breathtaking ride of frenzied hope. "Beautiful and smart. Perhaps the most stirring and transcendent heaven story since Field of Dreams." — Matthew Quick, author of **The Good Luck of Right Now**. <http://www.barnesandnoble.com/w/the-first-phone-call-from-heaven-mitch-albom/1115230266#productInfoTabs>

The researcher to analysis the The First Phone Call from Heaven Albom's novel, because the story of novel very attractive. As if making we were curious to thelepons of here was real or just lie. The character figure in novel, there are several character make story is a stunning than believe miracle. That will be lord was as Katherine Yellin are telling and some other character. And some do not believe with all that, as the Sully Harding character. And the setting in novel we make it to imagine, what the hell are Coldwater, Michigan? From houses, the church, tavern, the electronic, supermarkets, mayor office, the police station, school and lake street. As writer asks us to entering stories and enjoy beauty of the atmosphere on the spot. From the conflic, the novel story is very interesting. From recognition someone residents in harvest of hope church, where at the tame she said about phones it before the other person in church. Whitin days of the news was widespread all the world. And still more interesting this novel, like a plot, solution, point of view, and theme. But the most valueable is warmth and meanings beautiful deliverd by albom's with the language of this trademark. *The First Phone Call From Heaven* maybe not the masterpiece novel, but by reading this novel we go on journey will make you fun and think how you believe him.

Based on the reasons above, the researcher analyze the Albom's novel entitle *The First Phone Call From Heaven*. The researcher will analyze the novel by using sociological approach considering. It the most suitable approach to analyze and revolves the issue of the society. Therefore, the researcher arranges the title of the research paper as **THE NEED FOR KEEPING HOPE REFLECTED IN MITCH ALBOM'S *THE FIRST PHONE CALL FROM HEAVEN* (2013): SOCIOLOGICAL APPROACH.**

#### **B. Limitation of the Study**

The researcher focuses only on analyzing the the need for keeping hope reflected in Albom's novel *The First Phone Call From Heaven* (2013), using by socolological Approach.

#### **C. Problem Statement**

The main problem of the study is how the need for keeping hopes reflected and done. The researcher has formed three research questions, as follows:

1. What is the characteristic for keeping hope depicted in the novels?
2. How is the need for keeping hope described in the novel?
3. Why does the author address keeping hope in his novels?

#### **D. Objectives of the Study**

By looking at the research question above, the objectives of the study are:

1. To describe the characteristic of hope in Mitch Albom's novel, *The Frist Phone Call From Heaven 2013*.
2. To identify the need for keeping hope in Mitch Albom's novel, *The Frist Phone Call From Heaven 2013*.
3. To find out Mitch Albom exposed the phenomenon of the need for keeping hope in *The Frist Phone Call From Heaven 2013* novel.

## E. Benefits of the Study

This research is conducted in order to have benefits as follow:

### 1. Theoretical Benefit

By using in this study the researcher can share to information in this research, knowledge and experience about literary study in Mitch Albom's *The First Phone Call from Heaven*.

### 2. Practical Benefit

The researcher expects that this research will give significant benefits in the from of information, especially for Department of English Education Students, the students of Muhammadiyah University of Surakarta and the other can to learn this literary research in analyzing in *The First Phone Call From Heaven* using sociological approach.

## F. Paper Organization

The researcher paper of "The Need For Keeping Hope Reflected In Mitch Albom's *The First Phone Call From Heaven* (2013) By Sociological Approach" is divided in five chapters. The details of the paper organization are: **Chapter One** is Introduction. It consists of Background of the Study, Limitation of the Study, Problem Statement, Objective of the Study, Benefit of the Study, and Paper Organization. **Chapter Two** is Literature Review. It consists of Previous Study and Underlying Theory (The Notion of Sociological of Literature, Type of Sociological of Literature, The Notion of Hope), Characteristics Optimism and Novelty. **Chapter Three** is Research Method. It consists of Object of the Research, Types of the Data and Data Source, Technique of Data Collection, and Technique of Data Analysis. **Chapter Four** is analysis the need for keeping hope in Mitch Albom's *The First Phone Call From Heaven* in novel. The last **Chapter Five** is Conclusion and Suggestion of the research.